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North Ayrshire Council		Ayrshire I	Roads Au	thority		<u>. </u>							
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A77	<u> </u>			1. ,	<u> </u>		ļ <u> </u>

 Action Date	Contact Actions	Username
19/07/2017 16:45:00	The caller has numerous complaints and questions regarding the works outside her home on the N/B A77 in Lendalfoot.	
	She states the TM layout is confusing many drivers and is worried this may lead to an accident. Her car has suffered damage when she exited her driveway due to the drop down to the road surface and there was no prior notice that this was liable to happen. (She did not mention the possibility of making a claim). There have been problems accessing the driveway and she has been subject to abuse from other drivers while trying to turn into it. There have also been instances of contractors vehicles being parked across driveways. She is expecting delivery of a container next Tuesday and would like to know if the carrier will be able to deliver it. One of her neighbours suffers from very poor health and often requires assistance from carers at all hours and she is concerned that access may be problematic. She would very much like a call-back to discuss these issues.	
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Outside Conti	act Area	Depot Nar	ne	Damage	Vehicles	D	CP		
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14/03/2017 11:17:00	NCC reported Issue to Scottish Water - ref.6133790 - 4 hour response. Email to updating situation -
	Following on from your conversation with my colleague
	Dairymple Street is their responsibility and will arrange a repair. However they also said the one outside number is not seen but is not their equipment. I have been told that this one belongs to Scotlish Water and reported it to them today, their ref.6133790.
	There should be someone from Scottish Water out in the next four hours to inspect it. Should you wish to contact them the telephone number is 0800 731 0840, quoting the above
	reference. I hope this will be of assistance. Kind regards,
	Allia rogalioo,
14/03/2017 11:30:00	Emailed to TSV-Ayr.

Outside Conti	act Area	Depot Name		Damage	Vehicles	Ţ	OCP	
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Issue Ref	Issue	Date	ls	sue Type	Sub Type		Status	
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Action Date	Contact Actions	Username
03/05/2017 22:11:00	Hank you for your enquiry.	
	ScotlandTranserv are aware of potholes on the route in question. We currently have a Safety Inspection every Thursday on the A77 South Route.	
	Our inspector will record any Cat 1 potholes (potholes which have a minimum depth of 40mm) as per our contract requirements, If it is safe to do so at the time, he will carry out a temporary	
	repair. If it is not safe to stop and repair, then it will be passed to our Operation Colleague's, who must carry out a Temporary repair before 06,00hrs the following morning.	
	Following this procedure, a permanent repair will be carried out within 28 days. At this time of year adverse weather conditions have a serious effect on the road surfaces around the country, on occasions the temporary repair will require to be repaired again, which would be recorded on the following weeks inspections.	
	With regards to coming out of Kirkoswald, again we are fully aware of the defects on this section and within the last couple of weeks have laid 10 tons of material to repair surface defects, which can occur on a daily basis.	
	We are currently have a resurfacing scheme planned for this area, which is with our client Transport Scotland to authorise.	
	We apologise for any inconvenience this has caused.	
	Regards	
	Nelwork Area Engineer	

Outside Conti	ract Area	Depot Name	·	Damage	Vehicles	DO	SP .	
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Action Date	Contact Actions	Username
27/02/2017 19:04:00	Dear sir I would like to make a complaint about a pothole outside my house at Kirkpatrick street Girvan south Ayrshire which is part of the main A77 trunk road from Stranraer to Ayr and beyond. The particular pothole is part of the road which has been dug up the re tard on many occasions but seems to re appear every so often and I feel it is a danger to my house especially the front room which is my mothers bedroom and the reason I think its a danger is because when the trucks from stranraer heading to ayr drive over the pothole the debris from it sprays across the pavement and has already hit my front door several times and could quite easily hit my mothers bedroom window who is disabled I may add then if the window smashes im sure your company will be liable for the damage to my house aswell as my mothers health if such a thing were to happen and pedestrians use this particular area of pavement also as it is access to the beach walking with their children and dogs on their way to cauldshore then the heach. The pothole is around 1 ft wide and the tar is broken up around it aswell which worries me as there could be real damage done by flying debris not just to my house but to pedestrians and other road users which would be a catastrophy as this plece of road connects with a mini roundabout with 4 exits/ entries and they all lead onto a mini roundabout and flying debris from this pothole could cause a really bad accident. Thanks for your time reading this matter and hope this issue can be resolved by your department who i have been told cover this area of road.	
27/02/2017 19:16:00	E malled to STSV Ayr	Paragraphic and in the same of
28/02/2017 20:48:00	hi thanks for the email back regarding the pothole outside my home at number kirkpatrick street girvan south ayrshire with this email I will attach some pictures of the pothole could you forward them on to the relevant department for me in the hope that it will resolve the Issue thanks	
28/02/2017 20:48:00	emailed to STSV Ауг	
01/03/2017 15:43:00	HI Guys I have spoken to an analysis and told him I will visit the site tomorrow.	
\$	Thanks	
	Highways Inspector	1

Outside Contrac	ct Area	Depot Name	•• ,-	Damage	Vehicles	D	CP.	
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-lenrietta Stree Girvan	ŧ		, ,	Phone: Mobile: e-mail:			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
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Complaint	A77	Girvan complain	t and ca	all-back requ	est - emalled to	STSV-Ayı	**************************************	
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Road Name	rega	Dir	ection	Chalnage	Link/Section	Easting	Northing	M/Post
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Action Date	Contact Actions	Username
22/02/2017 15:12:00	Incident Information ID : 84438 Incident Date: Wed Feb 22 15:09:31 GMT 2017 Issue Type : OTHER Classification: EMERGENCY Issue Status: NEW Cust Callback: true Operator : TRANSERV Notes : road subsiding since a chicane was put in outside their address hole is about 1 - 2 inches deep and causing noise and vibration in their house which is causing her husband a lot of pain as he has broken bones in his back. Caller wants call back no e-mail address	
	Agent Name : tpuk\eneilson	
	Contact Information Title : First Name : Middle InItial : Last Name : Henriette Street Address 1 : Henriette Street Address 3 : Postcode : Telephone : Henriette Street : Henriette : Henriette Street : Henriette :	
	Location Information Easting : 0 Northing : 0 Road Name : A77 Carriageway : NORTHBOUND Location Notes : A77 outside no:8 Henriette Street Girvan	
	First Created : 22/02/2017 16:09	and a first management of Season
22/02/2017 15:52:00	Reply from Gordon Coppard - "Harmen I have called who was slightly annoyed regarding her complaint.	
	I have informed her that hole to the alleged hole tomorrow. She has requested that he calls at the house. We will take it from there,"	
1	Regards	
	1, 100 Sei de	

	Ger	ieral Def	talis						Incide	ent D	etail	S		
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Contract	STS	Ň					Incident Typ	ре			over			
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Vehicle Respo	nse										7.7 - 7.7			
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- 1			* # **********************************	Phone: Mobile: e-mail:			~	*******	
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Contact Addres		*** *** *** *** * * * * * * * * * * *	***	Contact O	otions	. **		
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Dairymple St Girvan Reason Notification of Incident Location Descr	Very Em	ailed Girvan		Mobile: e-mail		o paragraphic services of the	Northing 597815	W/Pos

Action Date	Contact Actions	Username
04/01/2017 16:55:00	Fault details Reference: ARA58082	
	Fault type: road	
	Sub type: other	
	When did you first notice the issue or defect?:	:
	Months ago Do you have any other comments or additional information?:	
	Very noisy loose ironwork covers in the road outside house.	
ļ'	Please give exact location of defect eg streetname,	Ì
	route number including landmark if appropriate:	
	Outside Dalrymple Street Girvan	
	Address of fault:	
	Dairymple Street Girvan Lat. Ion co-ordinates for map:	
	Cat. 10(1 Go-Ordinates for thep.	
	view map	
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· ·	Street: Dalrymple Street	
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Outside Contract	Area	Depot Nan	ne	Damage	Vehicles	1	OCP "		
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Contact Address	***************************************	Charles & S. Sergeson		Contact O	ptions				· i
Police Scotland		<u> </u>	parks training for provinces	Phone: Mobile: e-mail;		nde menerale e in	eterre e e	madeud diberry	
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Outside Contr	act Area	Depot Nam	е	Damage	Vehicles	Þ	ÇP:			
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Supervising eng	ineer for	Ayrshire Roa	ds Alliance	Phone: Mobile e-mall:	and and the control of the control o	(T_0)((***) pi(***) \$	A Via compress desirement of Tag			
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	G	eneral De	talls					Incide	nt Detai	ls		
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Contract	ST	sw				Incident Type			Culve	Culvert		
Issued	27/	07/2016 1	2:45:06			O/I Ref			16SV	V04126		
Status	0					Defect Ref	,		D-SV	W162096380		
BeCogent Ref:						Police Inc. 1	Vo:					
Weather	Fin	e no high s	winds			Incident De	scription					
Olher Cause			***************************************			Blocked cul	vert					
Organisation		Contacts			C	ontact Phone	Contact	Mobile C	Contact	Emall		
Public		Ayrshire I	Roads Alli	ance								
					00041	on Details		<u> </u>				
Ď. d. t			D.,44		ocati				11.			
Region	·····		Route A77			Junction			IMa	rker Post		
A CONTRACTOR OF THE REAL PROPERTY.			L						<u> </u>			
Location Descripti	on	L			Ballan	trae, D-SW162		1				
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No Trace	-alse											
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	'ehlcl legis	e Iration	Colour	Drlv	er	Foreign Vehicle	Slight	Injuries	Serious Injuries	Fatal	Injuries	
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	Gei	General Details					Incident Details					
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Contract	STS	W					Incident Typ	oe.		Cove	Cover	
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BeCogent Ref:							Police Inc. No: 3389					
Weather	Fine	no high v	winds			Ţ	Incident Des	scription				
Other Cause		Police inform that an HGV has ripped up a manhole cover which had a temp plate over - Inc No 3389 X- Ref SW44508 - Scottish Water Manhole SW Ref:5885886 Contacts Contacts Contact Phone Contact Mobile Contact Email						nanhole cover				
Organisation	10	Contacts				Con	tact Phone	Contact	Mobile (Contact	Emall	
Police Scotland		olice		w <u>w.</u>		00,1	(40(1)10)10					
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			A77			╣						
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Easting			220249	Northi				605338	Link/S	ection	11622	2/59
	<u></u>										.1	
Vehicle Respo	nse	Time C		<u> </u>	Time		rated	Time Ar	rived		Time F	Departed
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Make/Model \	∕ehlcle Registr		Colour		Orlver	111	Foreign Vehicle	Slight	Injuries	Serious Injuries	3	Fatal Injuries
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Incident ID	00045341			Incident Ca	ıt	Cu	JST	
Contract	STSW			Incident Ty	рө	Co	mplaint	
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		······································	Loca	tion Details				
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A77 SB 218567 597859	Outside Contra	ct Area	Depot Name		Damage	Vehicles		DCP	
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Status Description Open Open Open Organisation Organisation Type Organisation Public Ontact Address Ocontact Address Ocontact Options Oblie:	Issue Ref	Issue	Date	ls	вие Туре	Sub Type	3.	Status	
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A77 SB 218567 597859	A77(S) Dalrympl	e Street	Glrvan Street)	State of the state of	g A	a sound right mile to be about a last of the	mang ng nghiệm thờng như nghiệm là giái thiết nghiệm thiế	and the arthred traction is the arthred to	when the same of the same
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Action Date Contact Actions Username							L	[65	

Date 2016 13:30:50 3 Description anisation th Ayrshire Counci	Issu Draii	alse Type Type Organisati Local Author Contact Openone: Mobile: e-mall:	ority	Con	otatus Open Closure D 17/09/2016 tact Name	3 18:29:00 e
2016 13:30:50 Description anisation th Ayrshire Counci	Drain C	organisati Local Autho Contact Op Phone: Mobile:	Storm Closed True on Type	Con	Open Closure D 17/09/2016 tact Name	3 18:29:00 e
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Outside Contr	act Area	Depot Nam	e	Damage	Vehicles	ם	CP .	
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	Open		and the state of t		True	12	2/10/2016 12	:38:00
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Complaint	Com	plaint regardi	ng odour f	rom guilles	and the second of the second o	i a na na manana ma	William Colonia Coloni	enterior de la company
	Emal	led to STSV-	Ayr	,		1242		
Location Desc	ription	***************************************		······································				
Girvan		inter i meima attracturations						
Road Name			Direction	Chainage	Link/Section	Easting	Northing	M/Pos
A77	-Anny Palace State Street For Street	/						
Section Name		Carrier Control of Con				Le	ngth Sp	eed Lim
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Action Date	Contact Actions	Username
12/10/2016 12:36:00	CLASSIFICATION: PUBLIC HI,	Nell Ballentine
	I received a call from a small with regards to smelly guilles on Henrietta Street, Girvan which I believe is maintained by yourselves. The customer claims that since their last cleaning the all the guilles on the street have been giving off a unpleasant odour and has requested if someone can look into this matter.	
	His details:	
	Henrietta Street	
	Girvan	
	Thanks.	
And the state of t	Ayrshire Roads Alliance The Johnnie Walker Bond 15 Strand Street Kilmarnock KA1 1HU	

 Outside Contract Area	Depot Name	Damage	Vehicles	DCP	
False	্রান্তর হাতে ক্রান্তর্ভাক্ত পরিকাশ করে করে এই করে করে বার স্থান করে স্থান করে করে করি করিছে ।	False	False	gagan diga garan baran palama bangga gana amahilisan sala ga	

Issue Ref	Issue Date	Issue Type	Sub Type	Status
00047101	17/10/2016 21:29:41	Signs	Flap Signs	Open
	Status Description	a dan da da a a a a a a a a a a a a a a a a 	Closed	Closure Date
	Open	and a second of the parties of the second of	True	17/10/2016 23;58:00

Call Type	Organisation	Organisation Type	Contact Name
Online	BCogent	Transport Scotland, Traffic Scotland, PAG, BeCogent	
Contact Addre	SS	Contact Options	
Dalrymple : Girvan	Street	Phone: Mobile: e-mail:	

Reason	Issue Description
Defect Report	Road Defect Incident Information Incident Date: Mon Oct 17 21:21:24 BST 2016 Issue Type: TRAFFIC RELATED SIGNS Classification; EMERGENCY Issue Status: NEW Operator: TRANSERV Notes: Traffic signal indicating crossing is hanging loose and a danger to people passing by and vehicle on the road. Contact Information Title: Mr First Name: Last Name: Getgood Address 1: Dairymple Road Address 3: Girvan Postcode: Telephone Email: Location Information Road Name: A77 Carriageway: EASTBOUND Location Notes: A77 in Girvan at Dairymple Street postcode KA26 9BG.

Location Description		
The second secon	an in na propinsi na na katangan ni na rapigaga ann na na na na na na papahataran ni itanà atan ni hadia atan maka ann na taona na papahataran na na na na na na na na na na na na n	4 4 441.5.4
A77 Dalrymple Street, Girvan		٠
D-SW162267717		
MOI-SW1634648		

Road Name	Direction				NorthIng	M/Post
A77	SB	198	11620/44	218532	597515	

Section Name	ej njudijili maji na salajamanangama na zino na na ay na amati y majamati ni zino, na ni termanana (d ni na 1 kenom jelepakan kaliman	Length 255	Speed Limit 30
WESLEY ROAD TO	DUFF STREET	255	30
Antion Date	Contrat Actions	o o recommendado e e e e e e e e e e e e e e e e e e e	Username
Action Date	Contact Actions	والمراجع المداعدي منتب مرميو ويرجهون	Username
*			
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	Ger	ieral De	talis						Incid	ent De	talls		<u>,</u>
Incident ID	0004	00047114				Incident Cat				Gl	ĠULL.		
Contract	STS	STSW STSW				Incident Type Bio				ocke	d		
Issued	18/10	8/10/2016 11:55:28					O/I Ref						
Status	0		-			Defect Ref							
BeCogent Ref:							Police Inc. I	No:					
Weather	6.						ncident De	scriptio	on				
Other Cause					Blocked gully								
Organisation	[0	Contacts				Cont	act Phone	Conta	ict Mobile	Conta	act E	mal	
BB Webmaster													
	L					41				L			
			,		Loca	tion	Details	-					· · · · · · · · · · · · · · · · · · ·
Region Route				Junction			Mar			ker Post			
			A77										www.mr
Location Descript	ion /	177 N/B	Bridge St	.Glrvan									
Easting			218586	North	Ing			59815	7 Link/	Section	n]		
Vehicle Respo	nse							,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		A- 11 E	*: - :		
ISURef	<u> </u>	Time C	alled		Time	Alloca	ated _	Tlme	Arrived		ī		Departed
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Vehicles Invol	lved				-william								4, 214, 220, 340, 410, 500, 500
Make/Model \	/ehlcle Registr		Colour		Driver		Foreign Vehicle	SII	ght Injuri	es Ser Inju	lous ries		Fatal Injuries
Damage										-			
Action Date		Actions	Taken		1 12 1					·			
18/10/2016 13:3				domesti	c house	drah	n and not re	espons	bility of S	STS.			
TOLTOLEGIO YOU	יים מינו כ פו	Situation	has been	explain	ed to re	porte	er by ISU.		, =, -	•			

Outside Contra	ct Area	Depot Nar	ne	Damage	Vehicles	D	CP		
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ssue Ref	Issue	Date	ls	sue Type	Sub Type	Si	atus		
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Call Type	Or	ganisation		Organisat	ion Type	Cont	act Name		
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Contact Addres	s			Contact C	ptions	***		. A 17% name and the law of F 1 min	
	شممستمان در بهد.			Phone: Mobile: e-mail:			,		
Reason	Issue	Description	>n		va s ann and announcement and a 4 5 %				
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Road Name		د ب سیستند کرد. د مساوره استان سال بست	Direction	Chainage	Link/Section	Easting	Northing	M/Post	
A77			В				<u> </u>		
Section Name	.= , , , , , , , , , , , , , , , , , , ,		2,2 1,2 2, 1,1 3,1			Ler		Speed Limit	
Action Date	*******	Contact A		· · · · · · · · · · · · · · · · · · ·	a, comprehensioner except and		User	name	
23/10/2016 18:1	ZįUU	closure giv marked I fo no diversio	Number ry roadwor en for this w llowed dive n sign to be	ork and why rsion sign ar seen took n and same to	y was there no no were diversions and came to road judie 45mins from tu- come back if prio	so poorly inction an rnberry r warning	ıd		
		had been g planning bi together	iven this lot	irney could l s altogether	nave been avoide a total disaster ge	d Poor et your ac	- 1		

26/11/2016 17:25:00

Apologises for the delay in responding.

With reference to your correspondence of 23/10/16, Ref 00047248, the A77 Bridgemill to Girvan Mains scheme was notified in line with our standard notification procedure.

Key stakeholders were notified a few months ago, Local Councillors were consulted in early October, a Press Release was issued mid October which is widely distributed to radio and hard copy press, also a letter-drop was carried out. In addition, details of the scheme was posted on social media, our website and Traffic Scotland website, hard signs were situated on the A77 in association with the fixed Variable Message signs.

The diversion signs were implemented in accordance with our Traffic management plan.

I can only assume that some of the signage was knocked over, however our Traffic management operatives patrol the diversion route and resolve any issues as they arise.

will pass your comments onto our delivery team.

Should you require further information please contact me.

Regards,

Principal Road Design Engineer

ScotlandTranServ

Oatlands House: 150 Polmadle Road: Glasgow: G5 0HD

T 0141 218 3877 : M

딙

11/12/2016 14:57:00 Apologises for the delay in responding. With reference to your correspondence of 23/10/16, Ref 00047248, the A77 Bridgemill to Girvan Mains scheme was notified in line with our standard notification procedure. Key stakeholders were notified a few months ago, Local Counciliors were consulted in early October, a Press Release was lastied mid October which is widely distributed to radio and hard copy press, also a letter-drop was carried out. In addition, details of the scheme was posted on social media, our website and Traffic Scotland website, hard signs were situated on the A77 in association with the fixed Variable Message signs. The diversion signs were implemented in accordance with our Traffic management plan. I can only assume that some of the signage was knocked over, however our Traffic management operatives patrol the diversion route and resolve any issues as they arise. I will pass your comments onto our delivery team.

Gen	eral Deta	alis					inciden	t Detail	S
0004	7558				Incldent Cat			STRE	ETL
STSV	٧.				Incident Typ	16		Hangi	ng Lamp
03/11	/2016 08	1:11:13	****		O/I Ref			16SW	/06932
Ô					Defect Ref			D-SW	162346944
8193	5				Police inc. N	o:			
İ	···				Incident Description				
					Street Light	Burning,	Howeve	r, Lante	ern Hanging
					MOI-SW163	35719			
- Ic	Contacts			Co	ntact Phone	Contact N	Mobile C	ontact l	Email
В	Becognet								
				Locatio	n Details				
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(Possibly	Lendalfoo							
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	0004 STSV 03/11 O 81930	O0047558 STSW 03/11/2016 08 0 81935 Contacts Becognet A77 Give (Possibly D-SW162	STSW 03/11/2016 08:11:13 O	Contacts Becognet Route A77 Iion A77 Girvan - Ballantrae (Possibly Lendalfoot) D-SW162346944	STSW	STSW Incident Cat STSW Incident Typ 03/11/2016 08:11:13 O/I Ref Defect Ref Police Inc. N Incident Des Incident Des Street Light MOI-SW163 Contacts Contact Phone Becognet Location Details Route Junction A77 Girvan - Ballantrae (Possibly Lendalfoot) D-SW162346944	STSW Incident Cat STSW Incident Type 03/11/2016 08:11:13 O/I Ref 0	Incident Cat Incident Type	Incident Cat STRE STSW Incident Type Hangi O3/11/2016 08:11:13 O/I Ref 16SW B1935 Police Inc. No: Incident Description Street Light Burning, However, Lante MOI-SW1635719 Contacts Contact Phone Contact Mobile Contact Becognet Junction Main A77 A77 Girvan - Ballantrae (Possibly Lendalfoot) D-SW162346944 D-SW162346944

	G	General Details						l'n	cident	Detail	s '		
Incident ID	000	00047675 STSW					ncident Ca	t		DEB			
Contract	ST	SW					ncldent Tyj	99		Carria	geway		
Issued	07/	11/2016 10	0:50:29				O/I Ref	······································					
Status	10					[i	Defect Ref						
BeCogent Ref:					***************************************	Ī	Police Inc. N						
Weather	ÌШ						Incident Description						
Other Cause							Report of a tree branch on ca				ay		
Organisation		Contacts				Conta	act Phone	Contact Mo	blle Co	ntact I	∃mall	<u>·</u>	
Scotland Transer	î v	Michael S	Sharp										
					Local	tion	Details						
Region			Route			Ju	inclion			Mar	ker Pos	st .	
<u> </u>			A77							<u> </u>			
Location Descrip	tion	A77 Lend	ialfoot						-	-			
Easting		-	212233	Northin	g			589299 L	ink/Sec	tion			
Vehicle Respo		注有 医10		-									
ISURef	ill 2/5	Time C	alled		Time A			Time Arriv			Time D	eparted	
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	Vehic Regis	ele stration	Colour	را	rlver		Foreign Vehicle	Silgnein		njurles		ratai ii	ijurios
Damage		the state of the s						n i ne filipiani kaj Tij					
07/11/2016 10	:50:00	Actions Taken 0:00 Report of a tree branch on car 0:00 A77 Lendalfoot. AYR ISU Infor 2:00 ISU Advise no trace					·						

	General D)etails					Incider	nt Detai	ls	
Incident ID	00051507			Inclde	ent Ca	t		CUST	•	
Contract	STSW			Inclde	ent Typ	ре .		Comp	laint	
Isaued	17/03/2017	10:51:13		O/I R	of .					
Status	0			Defe	t Ref					
BeCogent Ref:	85140			Police	inc. N	Vo:				
Weather	Fine no hig	h winds		Inolde	nt Dea	scription				
Other Cause				Incide Incide Incide Issue Class Opera Notes every reque Conte Title First Local Road Carrier	ent Dar Type offication ator 3 and so ested act Info Name Name Ion Info Name agewa	ormation te : Fri Ma : TRAF on: COMF : TRANS : traffic lig equence to	FIC REL PLAINT SERV Into have for the la ed ed	ATED S a been s ast 3 wee	sticking sks - no	on green on o callback
Organisation	Contac	ts		Contact Pl	none	Contact I	Mobile (Contact I	Emall	
BCogent	Anon M	/ale								
			Loc	ation Detai	ls					
Region		Route		Junctio	n			Mai	ker Po	st
		A77		<u> </u>						<u> </u>
Location Description	n A77 Gl	rvan	····			<u></u>		<u></u>		
Easting		218560	Northing			598066	Link/Se	ection	11620)/37
Vehicle Respon ISURef AYR ISU	Time	Called 17/03/2017		Allocated /03/2017 10);50:00	Time Ar 17/03	rived /2017 1			eparted 3/2017 12:00:00
No Trace	alse									
Vehicles Involv	red				- v - v					-3.4
Make/Model Ve	ehicle egistration	Colour	Driver	Fore Vehi		Slight	Injuries	Serious Injuries		Fatal Injuries
Damage	- 22 mon 40 ki 1 Mer	1 4 7 1 1 4 425.			- 1.0 (100)					

	Ge	neral Det	alls					Incide	ıt Detal	al	
Incident ID	000	50175				Incident Ca	at		DMR	S	
Contract	STS	W				Incident Ty	/pe		Minor	Pothole	
Issued	02/0	2/2017 1	1:50:30			O/I Ref					
Status	0					Defect Ref			SW82	2242480	/235049055
BeCogent Ref:	╬				一	Police Inc.	Police Inc. No:				
Weather						incident De	Incident Description				
Other Cause						Pothole					
Organisation	<u> </u>	Contacts			C	ontact Phone	Contact	Mobile	Contact	Emali	
Scolland Transe	ν										
		···			Locat	ion Details		· · · · · · · · · · · · · · · · · · ·			
Region			Route			Junction			Ma	rker Pos	t.
			A77		-						
Location Descrip	tion	MOI,A77	- Bridge S	itreet Gin	/an						
Easting	<u> </u>		218604	Northin	g		598199	Link/S	ection	11620/	59
Vehicle Respo											
veinicle Respo	MISE	Time Ca	1		<u> </u>	llocated	Time A	rrived	<u>·</u>	Time De	parted
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Make/Model	Vehlcl Regist		Colour	D	river	Foreign Vehicle	Sligh	t Injuries	Seriou Injuries		Fatal Injuries
Damage			10 (10 to 10	· .							
02/02/2017 13	:58:00 called back with d						will raise	the OI w			he office.

	Ger	neral Det	tails					Inciden	t Detail	8	
Incident ID	0005	50309				Incident Ca	ť		DMRS	3	
Contract	STS	W				Incident Ty	oe.		Minor	Polhole	
Issued	07/0	2/2017 09	9:06:27			O/I Ref			16SW	09736	
Status	0					Defect Ref			D-SW17235056856		
BeCogent Ref:						Police Inc. No:					
Weather						Incident De	scription				
Other Cause						Pothole					
						Emalled	/STS	SV,Ayr			
Organisation	10	Contacts				ontact Phone	Contact	Mobile C	Contact E	Emall	
Public	/	Anon Fen	nale							-	
					Locati	on Details					
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			A77								
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			23505685	o							
Easling	<u> </u>	MOI-SW1	210055	Northing	. 1		587585	Link/Se	oflan	11614/35	
Easing	<u> </u>		210033	Norumg	!				GROTI		
Vehicle Respo	nse	Teat o							Ţ.	The Desire	
ISURef AYR ISU		Time Ca	alled /02/2017 (located 1/2017 09:10:00	Time A	rivea /2017 09		Time Departed 07/02/2017 10:00:0	
ATTOO		1 "		Journal	91702	,,20,17 00110.00	1 01102	14911 90	71,0100		
No Trace	False										
Vehicles Invol	ved								_		
	Vehicle Colour Drive Registration				ver	Foreign Vehicle	Slight	Injuries	Serlous Injuries		
Damage		-						ne visit in e			
Action Date		Actions	Taken			7 7 % 1.2 %			-		
				ports of a	pothole	e affecting the I	V/B C/wa	y, Outsid	le		
		5;00 Ayr ISU attends reports of a p 9:00 A1 - 3 Tubs of Cold Tar used.				₩.	•	•			

	Ge	neral De	italls						incide	nt Detal	ls		
Incident ID	000	43869					Incident Ca	t		SPIL			
Contract	STS	SW					Incident Ty	D 0		Diese	əl		
Issued	01/0	7/2016 1	5:15:55				O/I Ref						
Status	0					1	Defect Ref			1			
BeCogent Ref:							Police Inc. N	Vo:		1880		*	
Weather							Incident Description						
Other Cause							Police Scot	land advi	se of die	sel spill	age on	the A77.	
Organisation		Contacts	}			Con	tact Phone	Contact	Mobile	Contact	Email		
Police Scotland		Police											
					Loca	tion	Details				-,,		
Region			Route			J	lunction			Ма	Marker Post		
	***************************************		A77										·
Location Descri	otion	Girvan-L	endalfoot	No Trace)								
Easting			217063	Northir	ng			595116	Link/S	ection			
Vehicle Resp	onse		1.1	7. A.	N C	/ .					15		
ISURef		Time C	Called		Tlme	Allo	cated	Time A	rrived	·	Time [Departed	
AYR ISU		01	1/07/2016	15:18:00	01/	07/2	016 15:18:00	01/07	7/2016 1	6:15:00	01/0	7/2016 17:	15:00
No Trace	False												
Vehicles Inv													
Make/Model	Vehicle Colour Driver Registration						Foreign Vehicle	Slight	i Injuries	Seriou Injurie	8 8	Fatal Injur	les
Damage		and the second s					- " -	7,			* :	The strong of	
Action Date		Action	Actions Taken										

01/07/2016 15:15:00 Police Scotland advise of diesel spillage on the A77.

01/07/2016 15:15:00 AYR ISU Advised and attending

01/07/2016 17:10:00 AYR ISU Advise of No Trace

Outside Conti	and the second of the second o	Depot Nam	е	Damage	Vehicles		CP		
False	100 mm/s 200 mm/s 1/100 mm/s		onaring specific type. The shoot	False	False				
Issue Ref	Issue	Date	lss	зие Туре	Sub Type) S	tatus		
00043275	13/06	/2016 16:07:	45 Cı	ıstomer	Complain	t c	pen		
	Statu	s Descriptio	n		Closed	10	losure Date		
	Open Ill Type Organisation			* * ****	True	<u>j</u> i	3/06/2016 16	:10:00	
Call Type			(k = 2, a &)	Organisat	lon Type	Con	tact Name		
e personal de la presenta de la companya de la companya de la companya de la companya de la companya de la comp	ВС	ogent		Transport Scotland,	Scotland, Traffic PAG, BeCogent	3			
Contact Addre	988		·	Contact C	ptions				
not given				Phone: no Mobile: e-mall:	t given	-,	n		
Reason	Issue	Description							
	A77	complaint		- 469 - 2-2011 - 00-604	e appearance of the second second second second second second second second second second second second second		and the second s	w. b _ r _ r = p, = - r	
Location Desc	eription								
Girvan to Turn	berry	الله و الله الله الله الله الله الله الل	فهو چخودهو، چیچود و و در در در در در در در در در در در در در			* *************************************			
Road Name		······································	Direction	Chainage	Link/Section	Easting	Northing	M/Pas	
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Section Name)						Length Speed Lir		
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issue Status: NEW Cust Callback: false Operator: TRANSERV Notes: the road between Girvan and Tumberry is in a terrible state with potholes all over the road and the road is breaking up also a set of traffic lights at the entrance to Girvan with no one working - road started to break up shortly after the closure also lights are not giving enough time to get through and sometimes opp side is at orange and other side is green, no callback required Agent Name: tpuk/dmcdonal2 Contact Information Title: Mr First Name: Middle initial: Last Name: Address 1: Address 2: Address 3: Postcode: Telephone: 000 Email: Location Information Easting: 0 Northing: 0 Road Name: A77 Carrlageway: NORTHBOUND Location Notes: A77 Girvan and Turnberry	Action Date	Contact Actions	Username
Road Name : A77 Carriageway : NORTHBOUND Location Notes : A77 Girvan and Turnberry	دو الايوريون بوجود فيموه وجواء بمعادلات الموايضية المكوني أن والمتواود	Issue Status: NEW Cust Callback: false Operator: TRANSERV Notes: the road between Girvan and Tumberry is in a terrible state with potholes all over the road and the road is breaking up also a set of traffic lights at the entrance to Girvan with no one working - road started to break up shortly after the closure also lights are not giving enough time to get through and sometimes opp side is at orange and other side is green, no callback required Agent Name: tpuk\dmcdonal2 Contact Information Title: Mr First Name: Middle Initial: Last Name: Address 1: Address 2: Address 3: Postcode: Telephone: 000 Email: Location Information Easting: 0	
	13/06/2016 16:07:90	Road Name : A77 Carriageway : NORTHBOUND	

	General Details dent ID								Incide	ent D	etall	s
Incident ID	0004	4140	,				Incident Ca	it		s	PIL	
Contract	STSV	٧					incident Ty	ре			lese	l .
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Weather							Incident De	scription				
Other Cause							*** X ref wil	lh 44127	* ***			
Organisation	Ī	Contacts			(Cor	ntact Phone	Contac	l Moblle	Cont	act l	Emall
Public												
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Region		İ	Route			71,	Junction				Mar	rker Post
			A77			֓֟֟֟֝֟֝֟֝֝֡		***************************************				
Location Descrip	llon E	Ballantra	e - Turnbe	rry							<u> </u>	
Easting			209323	Northin	g			585883	Link/s	Section	าก	
Vehicle Respo	nse	Te vije i Nee										
ISURef		Time C			Time /				Arrived		-	Time Departed
AYR ISU		11	/07/2016 (9:05:00	11/0	7/2	2016 09:01:00	11/0	7/2016	09:05	:00	11/07/2016 09:05:00
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	The state of the s						Foreign Vehicle	Sligi	nt Injurie	s Se Inji	rlous Irles	Fatal Injuries
Damage	amage							1 1			V V	
Action Date Actions Taken												
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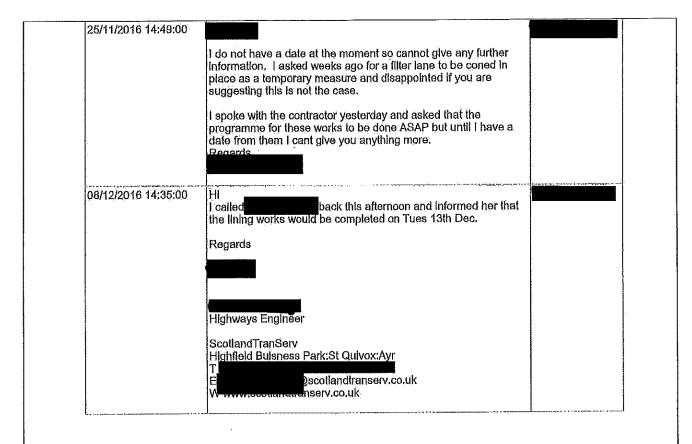
	ract Area	Depot Nam		Damage	Vehicles		OCP		
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Issue Ref	lssu	e Date	ls	aue Type	Sub Type	e [8	Status		
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	Oper)			True		9/06/2	016 15	06:00
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Contact Addre	988			Contact O	ptions				
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Contract	ST	SW				Ī	ncident Ty	ре.		Com	plaint		
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BeCogent Ref				<u> </u>		Police Inc. No:					******		
Weather						Incident Description							
Other Cause						7	Complaint fovergrown The footpat Farm on the	footpath. h affected	l is betw	en Ains		lar.but	
Organisation		Contacts		<u></u>	(Conte	ct Phone	Contact	Mobile	Contact	Emall		
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Location Descri	ription	A77(N) 8	Sth of Girva	an									
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Outside Con	ntract Area Depot Name		Damage	Vehicles		DCP		
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Call Type	Or	ganisation	······································	Organisa	tion Type	Go	ontact Name	
	BCogent				Scotland, Traffi PAG, BeCogen		***************************************	
Contact Addr	ess			Contact C	options	···		
Grangeston	The state of the s			Phone: Mobile; e-mail:	. 22.			
Reason	Issue	Description	بيون يار وبالمصم		<u> 1885 - April Sangar</u>	* **;* , g.4* enje a	······································	
anders of the same of the second	A77 r	oad markings c	omplaln	t - emalled	to STSV-Ayr.			
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Road Name		Dir	ection	Chainage	Link/Section	Easting	Northing	M/Pos
A77								
Section Name	}	An 30 columns and a series				L	.ength S	peed Limi
Section Name			**************************************	- Second and the Control of the Cont	ne et a commente e com	L	ength.	S

Action Date	Contact Actions	Username
7/11/2016 20:07:00	Incident Information ID : 82008 Incident Date: Mon Nov 07 14;30:15 GMT 2016 Issue Type: ROAD MARKINGS Classification: EMERGENCY Issue Status: NEW Cust Callback: true Operator: TRANSERV Notes: Caller called to report the filter lane not being marker on the A77 at the Junction to the B741 road was causing issues. Caller was nearly hit twice because of the cones not correctly marking out the lane for turning into the B741 - Caller wants a callback about what's happening.	
	Agent Name : tpuk\ Contact Information Title : Mrs First Name : Middle Initial : Last Name Address 1 : Address 2 : Address 3 : Grangeston Postcode Telephone : Email :	
	Location Information Easting : 0 Northing : 0 Road Name : A77 Carriageway : SOUTHBOUND Location Notes : Caller called to report that the A77 resurface and the felter lane not being marked out at the junction leading to the B741.	
22/11/2016 11:31:00	Customer called looking for update, Advised that no one has contacted them regarding issue.	
25/11/2016 14:13:00	Customer contacted NCC enquiring why no one has contacted her	

25/11/2016 14:13:00	Road Defect
	Incident Information ID : 82008 Incident Date: Mon Nov 07 14:30:15 GMT 2016 Issue Type : ROAD MARKINGS Classification: EMERGENCY Issue Status: NEW Cust Callback: true Operator : TRANSERV Notes : Caller called to report the filter lane not being marker on the A77 at the Junction to the B741 road was causing issues. Caller was nearly hit twice because of the cones not correctly marking out the lane for turning into the B741 - Caller wants a callback about what's happening.
	Agent Name : tpuk
	Contact Information Title ; Mrs. First Name
	Location information Easting: 0 Northing: 0 Road Name: A77 Carriageway: SOUTHBOUND Location Notes: Caller called to report that the A77 resurface and the felter lane not being marked out at the junction leading to the B741.
	First Created : 07/11/2016 14:30
25/11/2016 14:13:00	Email to STSV Ayr FAO
25/11/2016 14:25:00	Contacted caller and advised that will inform to contact caller.
25/11/2016 14:47:00	has call again requesting information on when the road markings are going to be replaced. I gave her a call back and informed her that we do not have a date yet to programme the works. She has stressed this is an accident waiting to happen, and if an accident occurs she will be advising to sue the company.
	Could you possibly give her a call and explain when the works will be carried out. Also if it is not within the very near future, I think we would need to cone it off better than what is there at the moment Possibly coning off a filter lane to turn right into Grangeston



	General Details							Incide	nt Detail	s			
Incident ID	000	47822				Incident Ca	t		FLOD				
Contract	STS	SW .			Ì	Incident Type				Carrlageway			
Issued	12/	11/2016 0°	1:26:07			O/I Ref				/07099			
Status	0					Defect Ref		****	D-SW	16235042	2		
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Weather						Incident De	scription			· · · · · · · · · · · · · · · · · · ·			
Other Cause		······································				Flooding	where we'll he'll a se			·			
Organisation		Contacts			C	Contact Phone	Contact	Mobile	Contact I	Emall			
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Vehicle Respo ISURef AYR ISU Transerv	onse	Time Ca	···	1;25:00	Tlme A 12/1	Allocated 1/2016 01:25:00 1/2016 02:20:00		rrived /2016 0					
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	Vehic	le Iration	Colour		rlver	Foreign Vehicle	Slighi	Injuries	Serious Injuries	s Fa	tal Injuries		
Damage													
Action Date 12/11/2016 01: 12/11/2016 02: 12/11/2016 02: 12/11/2016 03:	09:00 09:0d	Update fr	Ayr IS or attend ice and loo	ing with :	tequest sweepe r In atte	for a sweeper a ar due to debris endance assistin es on approach	from hills g. Offlets	ide cove dug ou	ering c/w ıt to allev	ay, stones	etc		
12/11/2016 03: 12/11/2016 07: 12/11/2016 07:	39;00	Cleared f	`	debris fro	m c/wa		round 30	0 mtrs f	ilood new	v cleared,	ì		

Outside Contra	ct Area	Depot Na	me	Damage	Vehicles		DCP		
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	Open	e i e falle professor (1917 e 1916)	*********	ى دىرى دە دىرىكى ئەرىدىدى ئالىرى دىرى يىرى ئىرىنىدىلىرىكى ئالىرى ئالىرى دارىيىدىدى	True	The space recent respective party	28/11/20	16 06:	25:00
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28/11/2016 05:4	3;00	awaiting ca	contacts N	CC for upda	te - advised that	NCC we	re		
			ersing with a		on	site - NC	C		

	Ger	neral De	tails						Incide	nt Detail	s	
Incident ID	0004	8462				ln	cldent Ca	t		TRAF	F Lights	
Contract	STS	W				ln	Incident Type				rk	
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BeCogent Ref:		,				Po	lice inc. N	Ло ;	······································			
Weather						lno	oldent De	scription				
Other Cause			•			Τe	emp Signa	als All Dar	k			
Organisation	- 10	Contacts				Contac	t Phone	Contact I	vioblie	Contact E	Email	
Police Scotland	I I	Police										
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Location Descript	ion	477 Daln	ymple St 0	3lrvan								
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	∕ehicle Registr		Colour		Orlver		oreign ehicle	Slight	Injuries	Serious Injuries		irles
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Action Date	- ' - !	Actions	Taken									
03/12/2016 16:3	32:00 []]	Temp Sig	ınals Aİİ D				ISU atten					•
03/12/2016 16:	54:00	Update fi	on	Batterie	es chan	ged on	signals, r	now fully o	peratio	nal as no	ormal	

	General Det	alls		Incident Details					
Incident ID	00043032		Incident Cat	CUS	3T				
Contract	STSW		Incident Type	Con	nplaint				
Issued	06/06/2016 17	';10:51	O/i Ref						
Status	O		Defect Ref						
BeCogent Ref:	78697		Police inc. No:						
Weather			Incident Descr	pilon					
Other Cause			Issue Type : Classification: Issue Status : Cust Callback Operator : Notes : C the A77 headin Turnberry as t these roadwor Agent Name Contact Inform Title : Mi First Name Middle Initial : Last Name Address 1 Address 2 Address 3 Postcode Telephone Email : Location Inform Easting : Northing : Northing : Road Name Carriageway Location Note and the roadw Girvan	Mon Jun 06 17:00:4 ROAD WORKS ENQUIRY NEW : true TRANSERV aller is calling to end ing Northbound below here seems to be no ks : tpukl mation : : : : : : : : : : : : : : : : : : :	uire about roadworks on een Girvan and thing gelting done at enquire about the A77 nd 2 mile outside of				
Organisation	Contacts		Contact Phone C	onlact Mobile Conta	ct Emall				
BCogent	Bcogent								
			Location Details						

Outside Contrac	ct Area	Depot Nam	e	Damage	Vehicles	DO	SP .	
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	Oper	, 10 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		non ter our ne roman	True	10	/06/2016 10	55:00
Call Type	Or	ganisation		Organisat	lon Type	Cont	act Name	
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Contact Addres	s			Contact O	ptions			
KA26 OJG	. , *- ;] ********************************			Phone Mobile: e-mail:	and the state of t	.,	<u></u>	
Reason	Issu	e Description	n					
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		O O I I CO	10110		and has been defined as a con-			1116

Outside Conti	de Contract Area Depot Na			Damage	Vehicles	D	DCP			
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	Statu	s Description			Closed	C	losure Date	and and an extension of the		
	Open				True	1	3/06/2016 16	:10:00		
Call Type	Or	ganisation		Organisal	lon Type	Cont	lact Name			
- paragagaga ta y paragamananananan ili 10 y	BCogent				Transport Scotland, Traffic Scotland, PAG, BeCogent					
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Location Desi	cription			,		**!* **!				
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hand administration of a minimum of the second	are - construction of the							i		

Action Date	Contact Actions	Username
13/06/2016 16:07:00	Issue Status: NEW Cust Callback: false Operator: TRANSERV Notes: the road between Girvan and Turnberry is in a terrible state with potholes all over the road and the road is breaking up also a set of traffic lights at the entrance to Girvan with no one working - road started to break up shortly after the closure also lights are not giving enough time to get through and sometimes opp side is at orange and other side is green, no callback required	
	Agent Name : tpuk Contact Information Title : Mr First Name Middle Initial : Last Name Address 1 : Address 2 : Address 3 : Postcode : Telephone : 000 Email :	
	Location Information Easting : 0 Northing : 0 Road Name : A77 Carriageway : NÖRTHBOUND Location Notes : A77 Girvan and Turnberry	
13/06/2016 16:07:00	Emailed to STSV-Ayr	e e e e e e e e e e e e e e e e e e e

	G	eneral De	talls						Incide	nt Det	ails			
Incident ID	000	051633					Incident Cat				STREETL			
Contract	STS	SW					Incident Type				k Sectio	n		
Issued	20/	20/03/2017 21:20:53				Ì	O/l Ref			168	W1122	3		
Status	0	0					Defect Ref			D-\$	W17235	074110		
BeCogent Ref;	852	85248					Police Inc. N	vo:						
Weather		· · · · · · · · · · · · · · · · · · ·			· · · · · · · · · · · · · · · · · · ·		Incident Des	scription	<u></u>	- L				
Other Cause							dark section	1					and a contract of the contract	
Organisation	on Contacts				Con	itact Phone	Contact	Mobile (Contac	t Email				
BCogent		Bcogent												
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Region			Route			7	Junction			М	arker Po	ost		
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Location Descript	lion		1743806 A 235074110		rletta S	t, G	Irvan							
Easting			218377	Northi	ng	597365 Link/Section 11620/13								
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No Trace	False													
Vehicles Invol Make/Model	/ehicl	e tration	Colour		Orlver		Foreign Vehicle		Injuries	Serio Injurie		Fatel Inj	uries	
Damage									Valve II					
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	Ge	eneral Details					Incide	nt Deta	ls	
Incident ID	000	51613			Incident Ca	nt'		DMR	S	
Contract	STS	SW SW			Incident Type				r Potho	ole
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Status					Defect Ref			D-SV	V17235	5073447
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Weather		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·		Incident De	scription		<u> </u>		
Olher Cause					Pothole					
Organisation		Contacts			ontact Phone	Contact	Mobile	Contact	Emall	
Scotland Trans	erv		· · · · · · · · · · · · · · · · · · ·							. ,
	l			Locat	ion Details					
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Location Descr	Intion	MOI-SW1743748 -	A77 - Inch	aofric	k Overheldere D	LS18/172	1507944	<u> </u>		
Easting	JP HOLL	241421	Northing			633896	Link/Se		1165	0/04
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AYR ISÜ		20/03/2017)/2017 11:05:00	Time Ar	rivea /2017 1:			Departed 03/2017 12:00:00
						1 20,00		1100100	20,0	70120 (7 12,00,0
No Trace	False									
Vehicles Inv										
Make/Model	Vehicle Registr		Drh	/er	Foreign Vehicle	Slight	Injuries	Serious Injuries	3	Fatal Injuries
Damage						: :		1.71		
Action Date	. [,	Actions Taken				•			٠.	
20/03/2017 1	5:25:00 ¹	2 potholes filled us	ng 5 x tub	s of co	old tar.					